Cox Business®

# CORTELCO 2700 Single-Line / Multi-Feature Set

## Instruction Manual

## Table of Contents


Why VoiceManager℠ with Cortelco Phones? ..... 2
Cortelco 2700 Set Features ..... 3
Telephone Set Part Identification ..... 4
Installation and Quick Setup Tips ..... 5
Telephone Set Buttons ..... 6
Telephone Set Features ..... 7
Using the Directory ..... 9
Voice Portal ..... 11
Voice Mail ..... 11
Caller ID Features ..... 12
VoiceManager – Feature Descriptions ..... 14
VoiceManager – Most Frequently Used Features ..... 15
Troubleshooting Guide ..... 16

## Cortelco 2700 / Single-Line / Multi-Feature Set

**Why VoiceManager[SM] with Cortelco Phones?**

- Total cost of ownership savings with Cox
- Total flexibility to your business needs
- One vendor to call to support voice and equipment needs
- Cox Business VoiceManager has more features than most phone systems
- VoiceManager features are NETWORK-BASED
    - Can be accessed from anywhere (Voice Portal and My Account control)
    - Most features can be controlled from the sets with *****/# codes
    - Customer benefits from feature upgrades on VoiceManager platform
    - Our strongest feature solutions are:
        - Business Continuity
        - Personal Mobility

## Cortelco 2700 Set Main Features

- Caller ID with Call Waiting
- 99 Caller ID Memory
- Wide-angle LCD screen
- Voice Mail Indication
- Mute/Hold
- On-Hook Pre-dial
- Directory Name Match
- 10 Direct Memories
- Flash/Redial
- Speakerphone
- 2.5mm/RJ-type Headset Jack

## 2700 Telephone Set Part Identification

**1** Menu Button
**2** 7-10-11 Button
**3** Directory Button
**4** Save Button
**5** Message Lamp
**6** Multi-angle LCD
**7** Delete Button
**8** Contrast Button
**9** Dial Button
**10** Voice Mail Button
**11** Review Up/Down Button
**12** Directory/Logo Strip
**13** Five Auto Memory Buttons
**14** Shift Button
**15** Redial Button
**16** Headset Jacks
**17** Flash Button (use to access VoiceManager℠ Transfer/Hold/Music On Hold feature
**18** Headset Button w/LED
**19** Release Button
**20** Mute Button w/LED
**21** Hold Button w/LED
**22** Pause Button
**23** Speaker Button w/LED
**24** Edit Button
**25** Volume Up/Down Button
**26** Handset Jack
**27** Speaker
**28** Handset Hook
**29** Hook Switch

## Installation and Quick Setup Tips

The following are quick setup instructions for the phone:

1. Press MENU option button down for three seconds to enter program mode.
2. Press MENU to leave Language as English.
3. Enter your Area Code and press MENU.
4. Press MENU to skip the second Area Code option.
5. Press MENU to leave the LDS Code as 1.
6. Press MENU to skip setting the time (Caller ID will set the time when the phone gets a call).
7. Press MENU to skip Flash timer set at 600ms.
8. Press MENU to skip Ringer Cadence, default is 3.
9. Press MENU to skip Ringer volume, default is 5.
10. Enter the voice mail access number then, press MENU. (See below.)
11. Press MENU to skip the #3 Pause.
12. Press MENU to skip the VM password.
13. Press MENU to skip hold mode.
14. Press MENU to skip release mode.
15. Press MENU to skip SDT Time.
16. Press MENU one last time and your quick setup is complete.

Always remember you can hold MENU down for three seconds, then press MENU the corresponding amount of times as the number above to reach the desired feature to adjust.

*Example:* To change the ringing volume on line 1, hold down MENU for three seconds then, press MENU 13 times. From here you can use the up and down arrow to adjust the volume.

## Telephone Set Buttons

**FLASH Button**

Press the FLASH button to provide a line break to access services such as Three-Way Calling, Call Waiting or VoiceManager features such as music on hold and call transfer.

**Steps to use with call waiting service:**

1. While having a conversation, another party calls and you hear a tone.
2. Press FLASH once and release. The first conversation is placed on hold and the second call can be answered.
3. Press FLASH again and release. You may speak to the first caller again and the second call is placed on hold.

**REDIAL Button**

1. To redial one of the last 10 numbers dialed, press REDIAL. The display will show the last number dialed. To scroll through the last 10 numbers, press REVIEW UP or REVIEW DOWN.
2. After the desired number is selected, dial the number by pressing REDIAL again, lifting the handset, pressing SPEAKER or pressing DIAL.
3. The selected number (32 digits maximum) will be redialed.

**PAUSE Button**

PAUSE allows you to insert a 3.6 second pause in the dialing sequence. This is particularly useful if you are connected to a PABX system where you must dial an access code (usually the number 9) to obtain an outside line.

1. Press PAUSE and release at any point in the dialing sequence where a pause is desired.
2. PAUSE can be pressed more than once to create a longer pause.

**HEADSET Button**

This telephone will accept either a 2.5mm headset or an RJ-type headset (Plantronics wireless or wired headset is recommended). Use HEADSET to connect and disconnect from calls.

**MUTE Button**

Press MUTE to speak without the person on the phone hearing your conversation. The MUTE indicator will light up and remain lighted until you resume your conversation. Also, "MIC MUTED" will show in the display. To un-mute the call and resume the conversation, press MUTE. The MUTE indicator will go out and your call can continue.

## Telephone Set Features – Speaker Button

**Receiving Incoming Calls**

- When the phone rings, press and release SPEAKER and speak normally into the built-in microphone.
- You can adjust the volume of the caller's voice by pressing the Volume Button on the base of the telephone.
- After the conversation has finished, press and release SPEAKER to hang up.

**Making a Call**

- Press and release SPEAKER.
- When you hear a dial tone, dial the number or press the Auto Memory Button. The number will appear in the display window.
- When your party answers, adjust the volume of the conversation by pressing the Volume Button on the base of the telephone.
- After the conversation has finished, press and release SPEAKER to hang up.

*Note:* Power adapter must be used to ensure proper function. If you wish to switch from speakerphone to handset, simply lift the handset. If you wish to switch from handset to speakerphone, press and release SPEAKER and then hang up the handset.

## Telephone Set Features

**HOLD Button**

*Normal Mode:*

1. Press HOLD and hang up the handset. HOLD will light up and remain lighted until you resume your conversation.
2. To resume your conversation, lift the handset or that of an extension phone on the same line or press and release SPEAKER. The HOLD indicator light will go out and your call can continue.

**Automatic Memory (Programmable Buttons)**

Note: Cox Business may preset some of the memory buttons for easy access to VoiceManager features.

**Storing a Number**

1. Press SAVE, (Save To?) appears on the display window.
2. Press the memory location.
3. (Enter Number) appears in the display.
4. Enter the desired number using the key pad (maximum of 24 digits). Press SAVE to confirm.
5. (Enter Name) will appear. Type the name (16 characters max.) using the key pad. Use REVIEW UP to add a space. Use REVIEW DOWN to delete a character. Press SAVE again.
6. (Set VIP RING) will appear. Use REVIEW UP and REVIEW DOWN to select the desired ring cadence. Press SAVE again.
7. (Memory Storing) will show briefly.

## Using the Directory

This unit stores the numbers of up to 99 of your business associates, clients, contacts and friends in your directory. Names are sorted alphabetically starting with the first character. If you want your Directory sorted by the last name, enter the last name first.

**Storing Entries**

1. Press SAVE to store a number in the Directory.
2. The display will show (Save to?).
3. Press DIRECTORY.
4. (Enter Number) will appear in the display.
5. Enter the desired number using the key pad (max 24 digits).
6. Press SAVE to confirm.
7. (Enter Name) will appear.
8. Type the name using the key pad.
9. Press SAVE again to confirm all settings.
10. (Number Stored) will show briefly.

*Note:* For example, if A is the desired letter, press the #2 button once and A will appear on the display. If B is the desired letter, press the #2 button twice and B will appear on the display. Pressing the #2 button three times will select the letter C. If an incorrect letter is accidentally selected, press the down review arrow and start over. All letters are uppercase. To enter a space when storing a name or number, press the up review arrow. Use the "#" key to edit entries.

## Using the Directory (cont'd)

**Finding Items**

Press DIRECTORY to enter the Directory Review Mode. The first entry in the Directory is displayed. The Down and Up Review Arrows may be used to scroll through the Directory. To leave the Directory at any time, press DIRECTORY.

**Dialing Directory Numbers**

Find the number you want to dial in the Directory list. (Telephone can be on or off hook) when the number shows on the display press DIAL to start dialing.

**Deleting Individual Items**

1. Enter the directory.
2. Select the individual entry.
3. Press DELETE once then, press 1 to confirm or 2 to cancel.
4. The display will be erased and the remaining items will be restored.

**Deleting All Entries**

1. Enter the directory.
2. Press and hold DELETE button.
3. (DELETE ALL) will appear in the display.
4. Select 1 for YES or 2 for NO.
5. (NO RECORDS) appears in the display confirming there are no directory entries in memory.

**Telephone Set Buttons – 7-10-11**

The 7-10-11 button allows you to change the format of the displayed number. These are the available formats:

- *7-digit:* 7-digit telephone number
- *10-digit:* 3-digit area code + 7-digit telephone number
- *11-digit:* Long distance code 1 + 3-digit area code + 7-digit telephone number

## Voice Portal

Access the VoiceManager Voice Portal from any phone. The Voice Portal allows you to make changes to your call forwarding and initiate outbound calls that appear to originate from your office.

**First Time Setup**

1. Initial setup must be done from your VoiceManager℠ telephone line.
2. Dial 9999# to reach the Voice Portal from your office.
3. When prompted, set up your pass code and record your name.
4. Follow the prompts to set up call forwarding, change your status manager or initiate a call.

## Voice Mail

Your initial setup must be done from your Cox Telephone line. If you have Caller ID block on your line, you will need to press [*] [6] [7] prior to dialing the number to disable this feature for the initial setup call.

**Initial Setup**

1. From your office phone associated with voice mail, dial the Cox Business voice mail access number for your area.
2. Follow the prompts. When prompted for your password, enter your temporary password, which is "269266" or "COXCOM".
3. After entering your temporary password you will hear a greeting that says, "Welcome to your mailbox...". Follow the prompts for a step-by-step tutorial to personalize your voice mail box and create a new password.

**Creating Your Password**

Once you begin the tutorial, you will be prompted to create your own password. Your password can be between four to seven digits in length. Try to create a new password that is easy to remember, but not easily guessed by others.

Take these steps to avoid unauthorized users from entering your mailbox.

1. Avoid using repetitive numbers (4444, 99999) or sequential numbers (12345, 2468).
2. Avoid using the last four digits of your phone number.
3. Change your password regularly.

## Caller ID Features

**Call Waiting Display**

Call Waiting service alerts you to a new call by playing a tone while you are on a call. Call Waiting Caller ID not only tells you there is another call waiting but, lets you know who the caller is before the call is answered. The name and number of the incoming call will be shown on the unit's display. This information will remain displayed for 16 seconds. In addition, the CALL WAITING symbol (CW) will flash.

**Receiving Calls**

1. When the telephone is not in use and a new call is received, the display will show the NEW symbol for 20 seconds, the phone number, the caller's name and the call time. The REPEAT symbol will appear if the call has come in more than once.
2. After 20 seconds with no activity, the display will default to the Stand-By screen until another call is received or a button is pressed.

**Deleting Calls – Individual Calls**

1. Press DELETE. The display will show (Delete? 1: Yes, 2: No)
2. Press 1 to confirm the deletion.

**Deleting Calls – All Calls**

1. Press and hold DELETE for more than three seconds. The display will show (DELETE ALL – 1: YES, 2: NO)
2. Press 1 to confirm the deletion.

## Callback

When reviewing received calls, there are two ways to dial the telephone numbers shown on the display by pressing DIAL.

1. If you have reviewed the calls with the telephone handset on-hook, press DIAL. The handset symbol will be dialed automatically via the speakerphone.
2. If you have already picked up the handset or activated the speakerphone, you may select the number to be dialed by reviewing the stored calls. After locating the desired number, press DIAL. The displayed number will be dialed automatically.

## Message Error – No Data Sent

**Message Error**
The display shows (-MESSAGE ERROR-) if your unit receives a call that has an error in the transmission or reception.

**No Data Sent**
The display shows (-NO DATA SENT-) if there is no Caller ID number sent from the telephone company.

**Private Calls**
- If the caller has exercised the option to block his number from being sent (PRIVATE NUMBER), his name will alternately display on the screen.
- If the caller has exercised the option to block his name from being sent (PRIVATE NAME), his telephone number will be displayed on the screen.
- If the caller has exercised the option to block his name and number from being sent, PRIVATE CALLER will be displayed on the screen.

## Unknown Calls

- When the telephone company is unable to provide the caller's telephone number (UNKNOWN NUMBER), his name will alternately display on the screen.
- When the telephone company is unable to provide the caller's name (UNKNOWN NAME), his telephone number will alternately display on the screen.
- When the telephone company is unable to provide the caller's name and number, (UNKNOWN CALLER) will be displayed on the screen.

## VoiceManager℠ – Feature Descriptions

**Call Forward Activation**

1. Lift telephone handset. Press the assigned code (ex. *72).
2. Enter phone number to which calls will be forwarded.
3. Replace telephone handset. The Call Forwarding Always service is on.

**Call Forward Deactivate**

1. Lift telephone handset. Press the assigned code (ex. *73).
2. Replace telephone handset. The Call Forwarding Always service is off.

*For Call Forward All, Busy and No Answer, use above.*

**Calling Line ID Delivery Blocking per Call**

1. Lift telephone handset. Press the assigned code (ex. *67).
2. Dial the phone number.
3. The call is placed and your calling line ID is not displayed.

**Three-Way Calling**

1. While engaged in one call, press the Flash Button or flash-hook on phone. The initial call is now on hold and you will hear dial tone.
2. Enter the complete phone number you want to add to the three-way call.
3. When the call is connected, press the Flash button or flash-hook again. All parties are connected on a three-way call.
4. To drop the add-on party, press the Flash button or flash-hook again.

Note: If either of the two other parties hangs up, your call with the remaining party stays intact.

**Transfer (outside number)**

1. While engaged in one call, press the Flash button or flash-hook on phone. The initial call is now on hold and you will hear dial tone.
2. Enter the complete phone number you want to transfer call to.
3. When the call is connected, hang up to complete the transfer.

**Cancel Call Waiting**

1. Lift telephone handset. Press the assigned code (ex. *70).
2. The Call Waiting service is turned off so that you can make an uninterrupted phone call.
3. The Call Waiting service will be back on after the next outgoing phone call.

## VoiceManager℠ – Most Frequently Used Features

Feature Access Codes list the star codes for services that you have. To activate a service, hit the "*****" key and the number followed by the "#" key. Some require additional information such as a phone number, but you are prompted for that information.

**You cannot change your feature access code.**

***72** Call Forwarding Always Activation
***73** Call Forwarding Always Deactivation
***90** Call Forwarding Busy Activation
***91** Call Forwarding Busy Deactivation
***92** Call Forwarding No Answer Activation
***93** Call Forwarding No Answer Deactivation
***67** Calling Line ID Delivery Blocking per Call
***31** Calling Line ID Delivery Blocking – Persistent Activation
**#31** Calling Line ID Delivery Blocking – Persistent Deactivation
***65** Calling Line ID Delivery per Call
***69** Call Return
***43** Call Waiting Persistent Activation
**#43** Call Waiting Persistent Deactivation
***70** Cancel Call Waiting
***57** Customer Originated Trace
***78** Do Not Disturb Activation
***79** Do Not Disturb Deactivation
***22** Flash Call Hold
***66** Last Number Redial
***68** Call Park
***88** Call Park Retrieve
***98** Call Pickup

**Phone Does Not Ring**

1. Line cord is disconnected at telephone outlet or at telephone.
2. Phone is OFF HOOK. Make certain the hook switch is depressed when the handset is in the cradle.
3. SPEAKERPHONE indicator is on. Turn off speakerphone.

**No Dial Tone**

Wire is disconnected at telephone or at wall jack. Test the telephone in a different wall jack. If it works, the first jack may be defective.

**Redial Button Does Not Function**

The telephone may be momentarily disconnected from the telephone jack.

**Blank Screen**

1. Check if the adapter is connected properly.
2. Press the Contrast button to see if contrast level is set correctly.

**Callers Are Not Displayed on the Screen**

1. Verify that you have subscribed to the appropriate service (Caller ID and Call Waiting Caller ID) from your phone company. If you only subscribed to Caller ID service, the unit will not display Call Waiting Caller ID information.
2. Check if your answering machine is set to answer before two rings.

**No Caller Information Is Displayed When Hearing the Call Waiting Beep**

Verify that you have subscribed to Call Waiting Caller ID service from your telephone company.

**Message Error Happens Frequently**

Caller information was not transmitted properly. Check with your telephone company to see if there is a problem with your phone line. Since our special design will retain your stored call records even with the power adapter disconnected, we encourage you to disconnect all the telephone cords and adapter; then reinstall the unit step-by-step per the instruction manual before you ask for service.

coxbusiness.com

Please refer to the Cortelco Owner's Instruction Manual that came with your phone for Important Safety Instructions, FCC Information, Telephone Repair and Limited Warranty Information.

Service and features not available in all areas. Some features may incur local usage charges in certain markets. Long distance rates will vary. Telephone modem equipment required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. All rights reserved.